The National Center for Organization Development (NCOD)
Survey Team Charter

VHA National Center for Organization Development (NCOD) Survey Team

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Mission: The NCOD Survey Team serves the function of providing survey support to offices throughout the Department of Veterans Affairs. Specifically, the team will assist clients in the process of creating a survey for their workgroup, office, or organization. The NCOD Survey Team will work with the client during the following five (5) phases of the survey process:

- > Initial Planning
- Survey Design
- Survey Administration
- Data Analysis
- > Action Planning

Anyone requesting assistance from the NCOD Survey Team accepts the contracting guidelines listed below for each phase of the survey process.

Initial Planning

- ➤ Prior to the NCOD Survey Team assisting a client with a survey, the request must first be approved by NCOD Senior Leadership. Therefore, the client is asked to submit the following:
 - Purpose of the survey
 - Target Audience
 - Number of potential respondents
 - Timeline for the survey
- ➤ Once the request has been approved, the NCOD Survey Team and client will schedule an initial call to discuss the survey request.

Survey Design

The client is considered to be the content expert in their respective area/s. As a result, the responsibilities of the client are as follows:

- Identify the target audience for the survey
- > Develop an introduction to the survey that contains the following:
 - Purpose of the survey
 - Explanation of how the data will be used.
 - Survey administration dates
 - Point of contact (POC) within the client's organizations that will be able to answer questions from respondents throughout the survey administration
 - Estimate of how long it will take a respondent to complete the survey.
 - Explanation of confidentiality There <u>must</u> be a statement in the introduction addressing confidentiality and/or anonymity.
 - Typically the NCOD Survey Team follows the "Rule of 10" when providing quantitative data: Mean scores will not be provided for any particular group on questions where there are less than 10 respondents for that group.
 - The "Rule of 10" is not followed for qualitative (verbatim/free-text) comments. All verbatim comments are provided but are not tied to individually identifiable demographic questions (unless explicitly stated in the survey introduction).
 - A template introduction can be provided to the client by NCOD.
- > Develop the initial draft of survey questions.
 - NCOD can provide clients with previous survey and/or demographic questions (e.g. All Employee Survey, customer satisfaction surveys, etc.) to aid the client in developing appropriate questions.

NCOD will consult with the client in order to create a final survey instrument. Consultation
includes discussion of best practices, response scale options, demographic questions,
analysis options, as well as assistance with question wording and format.

Administration

- > Client is responsible for any required Union notification.
- Client is responsible for obtaining any required Institutional Review Board (IRB) approval.
- ➤ The survey will be created and hosted by NCOD via internal survey software (Vovici).
 - Please note: The survey link is VA <u>intranet</u> based, and as a result, can only be accessed by a respondent who is using a VA authorized desktop or laptop computer.
- ➤ Upon receiving the finalized survey instrument, NCOD requests two (2) weeks to create the draft survey link and provide it to the client for review.
- ➤ Once the client reviews and approves the content and format of the survey link, NCOD will make the survey link "live" and it will be ready for dissemination to the respondent population.
- ➤ It is the responsibility of the client to disseminate the survey link to potential respondents. NCOD can provide guidance regarding best practices for survey link dissemination.
 - Please note: One potential issue that can arise with using survey links that ensure confidentiality and/or anonymity is that a respondent can click on the link several times and take the survey more than once. While this is a rare occurrence, it is a possibility when using this method of collecting survey data.

Analysis

- > All data will be stored by NCOD to ensure confidentiality and anonymity.
- ➤ If **qualitative** data are collected, the free text responses will be provided to the client verbatim. The verbatim comments will not be edited or themed in any way by NCOD. The verbatim comments are considered raw data and will be provided to the client in a separate, secure format for further analysis by the client. The client is responsible for ensuring the security of the storage, access, transmission and use of the verbatim comments as they could contain sensitive information. It is the client's responsibility to ensure the verbatim comments are only distributed to appropriate audiences.
- > The client will not have access to any raw, quantitative data (see exception below).
- ➤ Overall quantitative survey data will be summarized and provided to the client by NCOD. Aggregated data will only be provided to the client if there are 10 or more respondents in a particular group, unless otherwise explicitly stated in the survey instructions/ introduction.
- ➤ No personally identifiable information will be collected, and responses can never be traced back to an individual, unless otherwise explicitly stated in the survey instructions/introduction. This applies to both qualitative and quantitative data.
- ➤ NCOD will not provide results for a group that has less than 5 employees.
- > The final report will be provided to the client two (2) weeks after the close date of the survey.
- Exception for Raw, Quantitative Data: Prior to the administration of the survey, client may submit a request to NCOD's Senior Leadership requesting access to survey raw data. If the request is approved, the survey introduction must clearly state what organization or group will have access to the raw data, and how they will use the data. If raw data are provided to the client, it will be the sole responsibility of the client to do the statistical analyses and create any reports. In such an instance, NCOD will play no role in analyzing the data or creating the reports for the survey.

Action Planning

- NCOD will provide consultation regarding action planning and interpretation of the analyses and reports.
 - Once the final report is sent to the client, a call will be scheduled so that NCOD can review and explain the results of the report and answer any questions that the client may have regarding the final analyses and report.
- For surveys that occur on a regular basis (e.g. monthly, quarterly, biannual, annual), NCOD will provide consultation regarding action planning and interpretation of the analyses and reports for each reporting period.

VA Contractors

- NCOD realizes that some of its clients have contracts with contractors outside of VA to assist with survey processes, assessments, and/or evaluations. In order to be a good steward of federal resources, NCOD requests that all clients who are using contractors provide the roles and responsibilities of their contractors to NCOD.
- All clients are asked to keep in mind that in most instances when services include "evaluation", basic evaluation components typically consist of survey development, survey dissemination, data collection, data analysis, data interpretation, and report development. If a client is paying a contractor to perform an evaluation, survey, or assessment, NCOD requests that the client ensure that NCOD will not be providing any services that the contractor should be providing. This will ensure that VA resources are not being cross-allocated.

NCOD Survey Team		
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